



New Outbound Communication Tools Available in ICA Community

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Greetings!

In the spirit of continual improvement, the Industrial Commission of Arizona is pleased to announce two new *optional* features for insurance carriers and self-insured employers: **Individual Claim Notification** and **Courtesy Fax Communication**.

- [Individual Claim Notification](#) offers the ability to receive individual, rather than combined, new claim notifications from the ICA Claims Division.
- [Courtesy Fax Communication](#) offers insurance carriers and self-insured employers increased flexibility to have new claim notifications, 1061(M) solicitations, and petition to reopen notifications sent to up to 20 fax numbers in addition to legal service via the preferred communication method.

Based on stakeholder feedback, the ICA has also made changes to the new claim notification and 1061(M) solicitation forms and updated the 1061(M) solicitation process to ensure transparency with all interested parties. The ICA expresses appreciation for stakeholder feedback that led to each of these improvements.

For more information and guidance on these new features, please refer to our Community Guide which can be found on the [ICA Community Resources](#) page:

[New Outbound Communication Tools Guide](#)

Regards,

The Industrial Commission of Arizona

